

Daventry Town Council

Complaints Policy and Procedure

The Council aims to provide a high-quality service. Sometimes, however, things go wrong or there are misunderstandings about what the Council can or cannot do. If you make a complaint, the Council guarantees:

- Action to resolve your complaint
- An apology if the service has not been up to standard
- A full written response

How to Complain

Please contact the Chief Officer, by making an appointment at the Town Council Offices, or complain in writing (contact details below).

If you don't wish to complain, in person, you can arrange for someone to complain for you. This could be anyone you choose: perhaps a friend or relation, a solicitor or a specialist in the subject about which you are complaining.

Response Times

We endeavour to acknowledge your complaint within 5 working days and resolve it within 15 working days.

Appeals Procedure

Unlike for District or County Councils, there is currently no external agency or government body which can investigate a complaint.

If you are not satisfied with the initial consideration of your complaint, you may address an appeal to the Chair of Daventry Town Council. The Chairman will review the complaint and if he/she believes it appropriate, the complaint will be submitted to Council for consideration. To preserve any confidentiality issues, the Council may appoint a complaints panel, who will deal with your complaint in private session and confidential matters will not therefore be published, however a report with recommendations will be submitted to Council for the final response.

Vexatious and Repeated Complaints

If the Chief Officer and/or Chair considers a complaint to be trivial and/or vexatious and/or repetitive and/or frivolous, it will be reported to Town Council with a recommendation that no further correspondence be entered into by any member of officer of the council.

Contact Details

Daventry Town Council
3 New Street
DAVENTRY
Northants NN11 4BT

Tel No: 01327 301246
Email: chiefofficer@daventrytowncouncil.gov.uk